



Best Rising Star
Scientific Games – Systems Director
Ramzy Mahadeva

Why Ramzy is the best rising star?

- Ramzy comes from a deep technical background and got inspired to gaming during his University exposure in Las Vegas. He went to UNLV (University of Nevada, Las Vegas) for his Masters in Electrical and Computer Engineering.
- He started off his career in the field of Telecom in California, and that's when he realized "Solving Customer Problems" brought SMILE and Happiness to him.
- Decided to stay close to Customer and have always played a Services and Support professional. Driven by CUSTOMER SATISFACTION.
- He started with the Gaming Industry about 12 years ago in Las Vegas and have always created a notable customer impact on all of his projects.
- He has worn multiple hats for Bally/Scientific Games and its clients across regions and global locations such as Americas, Europe, Africa, Australia & New Zealand and now Asia.
- Prior to this Systems Director role that he is playing in SG, he was responsible for Systems Services and Global Support teams managing a team size of ~190 in SG Gaming India.
- He comes across as a significant personality in the Gaming industry not just in Asia, but globally with a blend of People Management, Strategic Decision making, Passion coupled with a very unique Technical hands on knowledge that makes him very special within SG and of course from a client's lens.
- Customers have acknowledged Ramzy as great for our business as well as theirs. He has extensive knowledge of systems products, is very passionate for the industry and strives to meet the goals of not only SG but also the customers that he services.
- He has won several Service Awards within SG and previous organizations for his quality of service and customer satisfaction achievements
- Ramzy Mahadeva is now the Systems Director for SG Gaming Asia responsible for Systems Sales, Deployments, Technical Services & Support for Asia clients.
- Looking into the future Ramzy intends to change the way how systems is being looked at by Operators by offering solutions and innovations available for quicker consumption for Operators business.